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Dated: November 2, 2004

Signature: WJ Kramer
(William J. Kramer)

Docket No.: 28594/39468
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Alvin J. Borthwick

Application No.: 10/608,711

Art Unit: 3627

Filed: June 27, 2003

Examiner: Not Yet Assigned

For: SYSTEM FOR MANAGING REQUESTS AND
METHOD OF MANAGING REQUESTS

SECOND PRELIMINARY AMENDMENT

MS Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

INTRODUCTORY COMMENTS

Prior to examination on the merits, please amend the above-identified U.S. patent application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

Remarks/Arguments begin on page 10 of this paper.



AMENDMENT TRANSMITTAL LETTER

Docket No.
28594/39468

Application No.
10/608,711-Conf. #6940

Filing Date
June 27, 2003

Examiner
Not Yet Assigned

Art Unit
3627

Applicant(s): Alvin J. Borthwick

Invention: SYSTEM FOR MANAGING REQUESTS AND METHOD OF MANAGING REQUESTS

TO THE COMMISSIONER FOR PATENTS

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED					
	Claims Remaining After Amendment	Highest Number Previously Paid	Number Extra Claims Present	Rate	
Total Claims	46	- 46 =	0	x	0.00
Independent Claims	3	- 3 =	0	x	0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					
Other fee (please specify):					
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT:					0.00

Large Entity

Small Entity

No additional fee is required for this amendment.

Please charge Deposit Account No. _____ in the amount of \$ _____. A duplicate copy of this sheet is enclosed.

A check in the amount of \$ _____ to cover the filing fee is enclosed.

Payment by credit card. Form PTO-2038 is attached.

The Director is hereby authorized to charge and credit Deposit Account No. 13-2855 as described below. A duplicate copy of this sheet is enclosed.

Credit any overpayment.

Charge any additional filing or application processing fees required under 37 CFR 1.16 and 1.17.

WJ Kramer

Dated: November 2, 2004

William J. Kramer

Attorney Reg. No.: 46,229

MARSHALL, GERSTEIN & BORUN LLP
233 S. Wacker Drive, Suite 6300
Sears Tower
Chicago, Illinois 60606-6357
(312) 474-6300

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